

## Frequently Asked Questions on SmartHub

**Q. What is the difference between SmartHub “Account Access” and “Pay Now” SmartHub?**

SmartHub Account Access is a self-service site. The user is required to register with an e-mail address. Once registered, SmartHub Account Access allows access to the user’s account(s) information such as billings, pay history, notifications, usage history and comparison tools.

“Pay Now” SmartHub is an easy bill pay with no registration required. The user has access only to the payment screen for their accounts.

**Q. What if I don’t have an email address. Can I still sign up for SmartHub Account Access?**

A. To be a registered SmartHub Account Access user, the SmartHub Account Access payment system requires an e-mail address for proper identification. If you don’t have an e-mail address, consider choosing a free e-mail service. If you do not have an email address and/or do not wish to register for SmartHub Account Access, you can use our “Pay Now” SmartHub system without signing up as a registered SmartHub Account Access user.

**Q. Which web browser can I use?**

A. Any web browser of your choosing will work.

**Q. Can I use SmartHub with my mobile device?**

A. Yes. SmartHub Mobile is designed to work with both Apple (iOS) and Android products. SmartHub Mobile is similar to SmartHub Account Access. It allows you to manage all aspects of your utility account on your mobile device, including making a payment.

Go to your app store and search for the SmartHub app from National Information Solutions Cooperative (NISC) to download the mobile app. The service provider name is Okanogan County PUD.

**Q. Is there a charge for using SmartHub?**

A. No. The SmartHub service is free.

**Q. My e-mail address has changed since I first registered for SmartHub Account Access. What do I do?**

A. Log into SmartHub Account Access with your old address and click “My Profile” tab at the top. Provide the necessary information to make your change.

**Q. I’ve lost my password. How do I retrieve it?**

A. From the SmartHub Account Access login page, click “Can’t access your account”. Enter your account number, name, e-mail address and answer a security question and you will be able to reset your password.

**Q. What form of payments do you accept?**

A. Okanogan PUD accepts Visa, MasterCard and electronic check.

**Q. When can I pay my electric bill using SmartHub?**

A. The SmartHub payment site is available 24 hours a day. You also may make multiple payments during the month to your account.

**Q. When will my payment get posted to my account?**

A. Most payments are posted within an hour of being paid. Occasionally, posting may be delayed due to maintenance, but all payments made during business hours will be posted by close of business, and all after hour payments will be posted by close of business the following business day.

**Q. May I set up my account for Auto Pay on SmartHub Account Access?**

A. Yes. Under the Billing and Payments tab, click on the “Auto Pay” link and then click on the “Sign up for Auto Pay Program” link for the account you would like set up. Complete all of the required fields to enroll.

**Q. Is my online electric bill, account information and payment information confidential?**

A. Yes. The SmartHub website is a secured website.

**Q. If I enroll in SmartHub Account Access, will I still receive a paper copy of my bill?**

A. Yes. Unless you choose to enroll in Okanogan PUD’s Paperless Billing program, you will continue to receive a paper bill each month.

**Q. If I enroll in SmartHub Account Access, do I have to use SmartHub Account Access every month and not use another form of payment?**

A. No. You still can pay your bill through other available options. Payments may be brought to any of our offices or mailed using the envelope included with your bill.

**Q. Can I register more than one ID to view and/or pay on my account?**

A. No. The SmartHub Account Access payment site only allows one user ID and e-mail address per membership.

**Q. When does my bill appear online each month?**

A. This depends on your billing cycle, which will remain the same as it is now. Once you register for SmartHub Account Access, you will receive an e-mail each month when your current bill is available to view and pay.

**Q. Who do I contact for technical difficulties when using SmartHub?**

A. During business hours, 7:30 a.m. to 5:30 p.m. Monday through Thursday, contact your local branch office to speak with a Customer Service Representative. We currently do not offer after-hours support.